



# How to successfully manage peaks and surges in online shopping.

A toolkit for business.



Australia Post

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# Partnering for a successful online shopping season.

Last year saw 9 million Aussie households buy something online.<sup>1</sup> This has been driven by COVID-19 impacts like extended state lockdowns, with people needing to shop online more than ever before.

We've already seen the effects of this with huge spikes in parcel volumes through our network. And with the combination of online shopping becoming more popular, the traditional festive period, and fast-growing key eCommerce events like Click Frenzy, Black Friday and Cyber Monday, we're expecting to see some of the biggest parcel volumes ever through our network over the coming months.

State lockdowns and restrictions to help contain the spread of the COVID-19 Delta strain have certainly put our network to the test, particularly in those areas hardest hit by COVID-19 – just as they've impacted so many businesses around the country.

Safety is our number one priority and we've put important measures in place to protect our people and customers, and comply with COVID

safety guidelines, such as social distancing and testing support. This can sometimes mean parcel deliveries are taking a little longer than usual.

In this challenging context, it's more important than ever that we work together to provide the best possible delivery experience for your customers. And now's the time to start preparing your business for success ahead of one of the busiest times of year – Tis the Season to be Early!

Australia Post is committed to supporting you and your business through this busy time of year – starting with this toolkit to help you navigate a successful online shopping period. This toolkit covers six ways to keep your customers happy, tips for sending overseas, how to provide a seamless parcel return experience and much more.

As your business grows, so does the investment in our network and customer experience to help manage the growing demand in online shopping.

We're working as quickly, and as safely as possible, to efficiently process your parcels, provide visibility on their journey and get them into the hands of your customers.

Let's do this together. We can't wait to be part of a great peak online shopping season for your business.

Kind regards,



**Gary Starr**  
EGM Business, Government  
& International

## Your must-have tools for a successful online shopping season.

[eCommerce Sales Calendar](#)

[Business Christmas page](#)

[International updates page](#)

[International post guide](#)

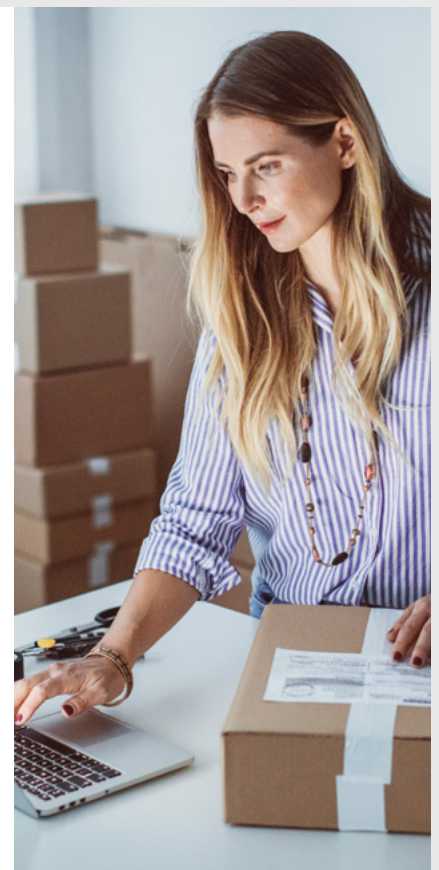
[Domestic updates page](#)

[Parcel labelling, packaging, manifesting and sorting videos](#)

[Australia Post eCommerce Annual Industry Report 2021 and monthly eCommerce updates](#)

[Australia Post Delivery Experience Report 2021](#)

[Follow us on LinkedIn for the latest network updates and online shopping insights.](#)



1. Inside Australian Online Shopping report, Australia Post 2021





“The expectations from customers is so high now, and you have to work really hard to maintain the experience.”

RASHID ROUMANI, CO-FOUNDER  
AT POD CO. COFFEE

## Your eCommerce Checklist.

### Improve your customers' checkout experience.

Have 'order by' dates visible on your website and within your customer communications. ☐

Update your website messaging with estimated delivery times. ☐

Have a clear returns policy and make it easy to find on your website. ☐

Offer a choice of standard and express delivery speeds. ☐

Make it clear in your shopping cart that you send with Australia Post – this gives your customers the confidence to use their Parcel Locker, PO Box or Parcel Collect address. ☐

Use an address validator to make sure address data is accurate. ☐

Allow customers to select 'Safe Drop' as their delivery preference to have their parcel left in a safe place. ☐

Ask for customer mobile number and email address at the checkout for automated tracking via SMS/email and any address query resolution. ☐

### Australia Post fulfilment and freight preparation.

Integrate your MyPost Business account with an eCommerce Platform Partner to help save time and simplify your parcel processes. ☐

Integrate your Parcel Send/eParcel account with a shipping and tracking API to manage all parcel sending from a single place. ☐

Purchase your packaging essentials in bulk to avoid running out. ☐

Make sure your packaging is sturdy and won't tear or break down easily. ☐

Use packaging that fits closely to the shape, weight, and size of your items. ☐

Check packaging, size dimensions and weight are accurate and within our limits. ☐

**Check your labels are printed clearly and are scannable.** ☐

Sort items by speed i.e. Express Post from Parcel Post, and then by size i.e. small from large. ☐

Set up processes and schedules for parcel pickups, drop offs and lodgement. ☐

**Accurately lodge your manifests at the same time as your items.** ☐

# Your eCommerce Checklist.

## International fulfilment and freight preparation.

- Check the [available services](#) for the destinations you're sending to. ☐
- Consider bringing your sales promotions forward to ensure items arrive by Christmas. ☐
- Have international '[order by](#)' dates visible on your website and within your customer communications. ☐
- Check [packaging, size dimensions and weight](#) are accurate and within our international limits. ☐
- Ensure you declare what the item is and what material it's made of in the [content description](#), including the Country of Origin and HS tariff code where possible to avoid delays. ☐
- Lodge your manifest at the same time as when your items are handed over to Australia Post. ☐
- Familiarise yourself with destination-specific [estimated delivery timeframes](#). ☐
- Be transparent with your customers and [communicate any delivery delays](#). ☐






## StarTrack freight preparation and delivery.

- Organise your collections and any additional collections as early as possible. ☐
- If volume justifies, provide freight pre-sorted in State breaks. ☐
- Use good quality labels and apply them to the flat side of the carton avoiding wrinkles.** ☐
- Label your break bulk pallets correctly with labels on all sides. ☐
- Manifest your parcel data on collection – send data daily and on time.** ☐
- Accurately declare freight measurements and weight in line with Chain of Responsibility requirements. ☐
- Familiarise yourself with [StarTrack merchant and customer support channels and opening hours](#). ☐
- Give authority to leave where appropriate and safe to do so. ☐

## Give your customers a great delivery experience.

- Encourage customers to [download the AusPost App](#) for all parcel tracking in one place. ☐
- Offer [Australia Post Collection Points](#) for customers to select delivery to a Post Office, Parcel Locker, PO Box and 240+ retail partners. ☐
- Automate your tracking. ☐
- Include the most up-to-date [delivery information](#) on your website. ☐
- Ensure your customer support information is easy to find on your website. ☐
- Familiarise yourself with Australia Post's [support channels and hours](#). ☐
- [Register](#) and [log in](#) to the [Business Support Portal \(BSP\)](#), and use the 24/7 customer query resolution features available (Parcel Send/eParcel and StarTrack contract customers only). ☐
- Have a customer-friendly [parcel returns solution](#). ☐

## Key eCommerce sale dates.

		<b>30 October</b> <b>Derby Day</b> 	<b>31 October</b> <b>Halloween</b> 	<b>2 November</b> <b>Melbourne Cup</b> 
<b>9 November</b> <b>Click Frenzy</b> 	<b>11 November</b> <b>Singles Day</b> 	<b>26 November</b> <b>Black Friday</b> 	<b>27 November</b> <b>Small Business Saturday</b> 	<b>29 November</b> <b>Cyber Monday</b> 
<b>14 December</b> <b>Free Shipping Day*</b> 	<b>19 December</b> <b>Super Saturday</b> 	<b>25 December</b> <b>Christmas Day</b> 	<b>26 December</b> <b>Boxing Day</b> 	<b>31 December</b> <b>New Year's Eve</b> 

## Help us support you and your customers.

To save you time during busy online shopping periods, here are some self-service tools you can access to help resolve queries:

### **MyPost Business customers**

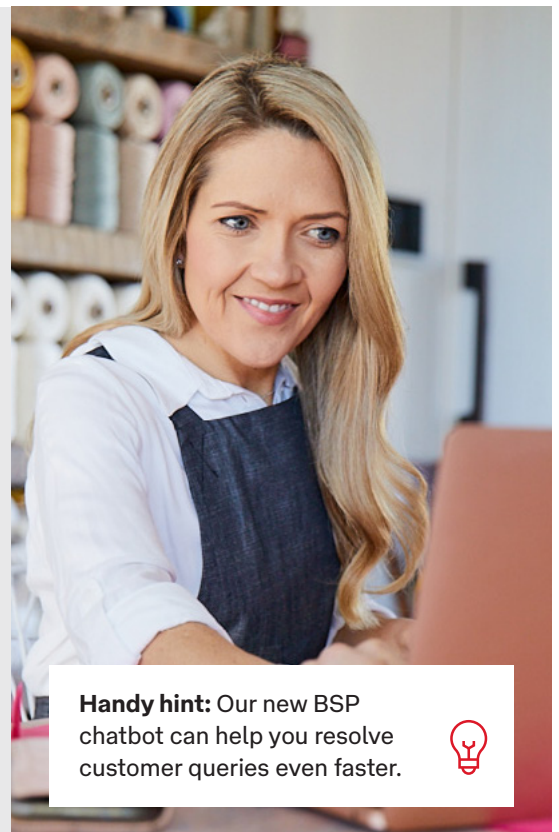
The 'Support' tab in the [MyPost Business portal](#) lets you chat 24/7 with a member of our team. You can also create an enquiry online or get phone support if you prefer to speak with someone.

### **Parcel Send/eParcel customers**

The [Business Support Portal](#) (BSP) is the fastest way to log an enquiry on behalf of your customers. It can also help you quickly and easily manage queries such as tracking and parcel redirection.

### **StarTrack customers**

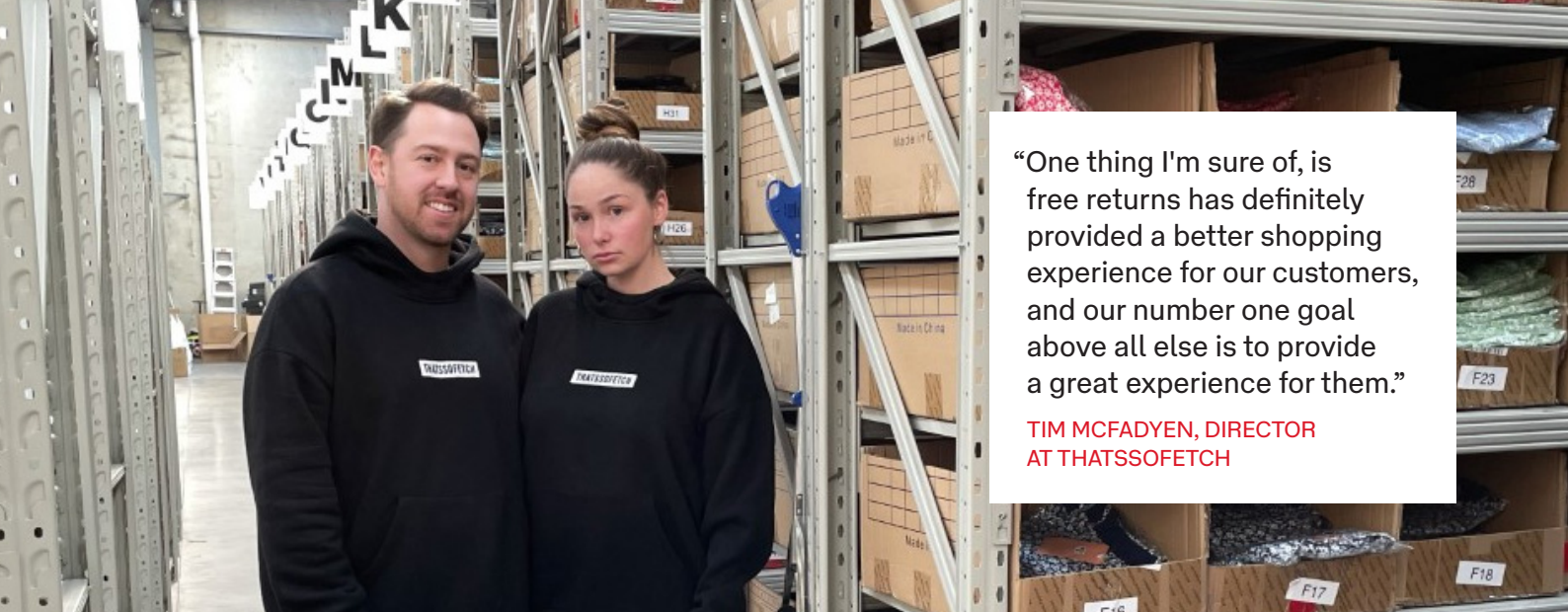
[myStarTrack Online](#) allows you to manage all your parcels and freight, pick-up bookings and Track & Trace. Encourage customers to track their items using our [Track & Trace](#) tool and for all other enquiries, call StarTrack on 13 23 45.



**Handy hint:** Our new BSP chatbot can help you resolve customer queries even faster.



\* Free Shipping Day is an eCommerce industry event where some merchants offer their customers free shipping on all orders big and small.



“One thing I'm sure of, is free returns has definitely provided a better shopping experience for our customers, and our number one goal above all else is to provide a great experience for them.”

**TIM MCFADYEN, DIRECTOR  
AT THATSSOFETCH**

## Six ways to keep customers happy.

### 1 Give customers choice of delivery speed.



#### **Sending within Australia?**

Try offering Express Post alongside Parcel Post by adding a check box or drop-down menu at checkout.



#### **Sending overseas?**

Try offering International Express alongside International Standard for customers who need items delivered sooner.

Visit [our website](#) for the latest updates on delivery impacts and sending options.

### 2 Make your returns policy and process clear.

The delivery experience doesn't stop at the delivery. Your returns process is just as important as the purchase process to help ensure happy customers.

**Consider** extending your returns period for the holiday season.



**Review** your returns process – do you offer a customer-friendly returns process?



**Make** your returns information easy to find on your website.



Return solutions are available to all Parcel Send/eParcel contract customers. Visit our website to learn more about our [Collect](#) and [Return](#) services.

For more information on Parcel Send/eParcel return solutions, please contact your Account Manager.

#### **Handy hint:**

Use Express Post tape on your parcels being sent express to ensure they stand out during sorting, and get your customers as quickly as possible.



## 72%

of Australian shoppers check that a retailer makes it easy to process returns before committing to a purchase.<sup>2</sup>



Customers told us their biggest barrier to returns was that it was too much effort to organise.<sup>3</sup>

2. [Returns key to post-COVID retail success, Duddle, May 2020](#)  
3. [Australia Post Parcel Receiver Survey, n=612, May 2021](#)



## Six ways to keep customers happy.

### 3 Use address validation tools.

Say goodbye to incorrectly labelled parcels by adding [address validation tools](#) to your eCommerce platform.

**Address validations tools can help you:**

- ✓ Reduce print wastage.
- ✓ Provide a good customer delivery experience.
- ✓ Reduce excess delivery costs and returned articles.
- ✓ Save time managing less customer queries.



### 4 Offer Collection Points.#

With over 46 million parcels sent to an Australia Post Collection Point in FY21<sup>4</sup>, it's important to offer customers the option of Collection Points at checkout. There are over 5,000 locations across Australia where customers can choose to have their items delivered to:



**A Post Office**



**24/7 Parcel Locker**



**PO Box**



**240+ retail partners including supermarkets and pharmacies, or**



**left in a safe place at their home by selecting 'Safe Drop'.<sup>^</sup>**



**Offering Collection Points is simple:**

At checkout let customers know they can have their parcel delivered to an Australia Post Collection Point. →

Customers download the [AusPost app](#), sign up for a MyPost account, and create a Collection Point delivery address. →

Customers enter their Collection Point address into the delivery address field at checkout. →

Use the customer's preferred delivery address on the delivery label and lodge it with Australia Post. ✓

**[Offering Collection Points](#) can help you increase first time delivery and NPS.<sup>5</sup>**

<sup>4</sup> Australia Post Marketplaces Solutions Dashboard, June 2021

<sup>5</sup> [The Delivery Experience: Getting it right. Why it matters And how data can help. Australia Post, 2021](#)

# Terms, conditions and collection time limits apply. You have 48 hours to collect your parcel from a Parcel Locker, 10 business days to collect from a participating Parcel Collect (Post Office) location, and 30 days from a PO Box. Size limits apply. [View full terms and conditions.](#)

<sup>^</sup> Terms and Conditions apply. The service is only available for deliveries to an address that is accessible and to a requested delivery location where it is safe to leave parcels. [View full terms and conditions.](#)



“We work towards a 24-hour turnaround time. People want everything now, so if they put in an order in the morning and see that it ships that afternoon, it helps us with customer retention and satisfaction.”

ADAM KERRINS, OWNER AT THE SCENT LAB



## Six ways to keep customers happy.

### 5 Set realistic customer expectations for delivery times.

Give your customers confidence by setting clear expectations around estimated parcel arrival time up-front.



**Be as clear as you can about timing.** Make delivery time and sending date information easy to find on your website and in your communications.



**Allow time for your pick and pack processes,** not just Australia Post's delivery timeframe.



**Consider bringing your sales promotion periods forward.** This can help ensure customers receive their items by Christmas.



**Be open and honest with customers around service impacts.** Keep on top of domestic and international delivery time estimates.



**60%**

of survey respondents said certainty around the timing of a delivery was more important to them than getting it quickly.<sup>6</sup>

### 6 Encourage customers to manage their deliveries via the AusPost app.

Parcel tracking adds another layer of confidence for customers, particularly during busy online shopping periods, where we see increased parcel volumes coming through our network.

The AusPost app allows customers to track all their deliveries in one place – and select delivery preferences such as Safe Drop. It's as simple as downloading the app and signing up for a MyPost account.

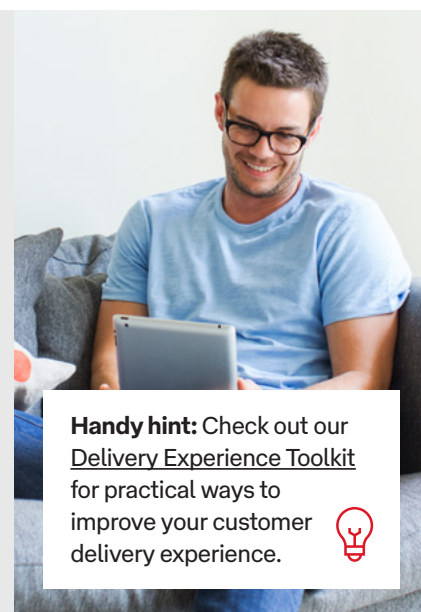
**Encouraging your customers to download the AusPost app can help you:**



Reduce calls to your customer service teams – customers can raise enquiries with Australia Post directly via the app.



Provide an improved customer experience by increasing first time delivery when consumers use the app to select a delivery preference e.g. Safe Drop.



**Handy hint:** Check out our Delivery Experience Toolkit for practical ways to improve your customer delivery experience.



To give customers visibility on where their items are, make sure you capture customer email address and mobile number to automate email/SMS tracking notifications for deliveries within Australia.

6. The Delivery Experience: Getting it right. Why it matters And how data can help. Australia Post, 2021


# How to deliver a great customer experience.

## Check your parcel sizes and weights.

Start planning your parcel packaging limits now to help save you time – and costs – when things get busy.

Australia Post cannot accept parcels over 113cm<sup>†</sup>, and the maximum physical parcel weight is 22kg.


**Handy hint:** if you're sending boxes, make sure they don't exceed our maximum size dimensions for the service you're choosing.





Australia Post domestic size and weight guidelines.		
	Retail and MyPost Business	Australia Post Contract Customers
Max. (Dead) Weight	22kg	22kg
Max. Length	105cm	113cm <sup>†</sup>
Max. Cubic Metre	0.25m	0.25m


<sup>†</sup> Parcels with lengths between 100cm and 113cm will incur a Manual Handling Surcharge (MHS) of \$9.50 ex GST. Parcels must not exceed 0.25 cubic metres e.g. (L) 70 x (W) 60 x (H) 59.5 x 250 = 62.5kg = 0.25m


## Stock up on suitable packaging.

- Now's the time to stock up on all the packaging you'll need during the busy peak shopping season. You can either use your own packaging or use Australia Post packaging available at your local [Post Office](#) or [online](#).
- Here are a few tips if you're using your own packaging:**
- 

Boxes are a sturdy option, and their flat surfaces make labelling and scanning easy.
- 

To help protect items while in transit, try a 'box in box' method. Wrap individual items with a cushioning material and use a filler or padding material between boxes.
- 

For satchels, place your label in the middle of the satchel on a flat surface and avoid overfilling.
- 

Opt for matte packaging with bright or light colours and avoid glossy or slippery packaging. Parcels can slip off conveyor belts and sorting machines can find shiny or dark packaging harder to read.
- 

Ensure your packaging fits closely to the item you're sending, particularly for international deliveries where plane cargo space is limited.
- Watch our helpful video on [packaging](#)

"We use recyclable sturdy boxes for shipping, and add another layer of protection with biodegradable bubble wrap. Even our packaging tape is recycled."

**PETA SNELSON, CO-FOUNDER AT UNEARTHED CRYSTALS**





# How to deliver a great customer experience.

## Print clear, high-quality labels.

- Print labels on matte white paper with black ink.
- Make sure the barcode and address are clear and visible.
- Include a Smart Barcode with a Delivery Point Identifier or DPID (optional for Australia Post parcels only).

## Correctly apply labels to your items.

- Place the label on the largest, flattest surface of your parcel.
- Make sure it's not wrapped around any edges, or positioned over a flap or seam.
- Check the label is not covered by strapping or tape.
- Avoid shiny plastic, such as plastic sleeves or letter windows – reflective materials make it harder for labels to be scanned.

[Watch our helpful video on labelling](#)



## Correct and incorrect labelling.



✓ **Correct**



✗ **Strapping over the top**



✗ **Sticky tape over label**



✗ **Wrapped over an edge**



✗ **Over a fold**



## How to deliver a great customer experience.

### Sort your parcels by speed and size.

To help parcels get to their destination as quickly as possible and minimise delays, please sort your items by:



#### Speed

i.e. Express Post from Parcel Post.



#### Size

i.e. small parcels from large parcels.

[Watch our helpful video on parcel sorting](#)

### Manifest your parcels on time.

**Manifesting your parcels too early or too late can derail a great customer experience.**

If you've booked a parcel pickup, make sure you submit your manifest when the driver collects your items.

Manifests trigger a tracking notification to your customer. Send the data too early and you risk setting unrealistic customer delivery expectations. Send it too late and Australia Post will need to enter the data manually – which means automated sortation is not available, potentially causing parcel delays.

[Watch our helpful video on parcel manifesting](#)



## Spotlight on sustainability.



# 68%

of shoppers want recycled packaging.<sup>7</sup>



# 1 in 4

online shoppers selected a brand due to ethics and sustainability practices.<sup>8</sup>



# 59%

of consumers bought a product because it was environmentally friendly.<sup>9</sup>

## Did you know?

- All parcels sent via our Post Offices and MyPost Business platform are delivered carbon neutral.
- Australia Post's core satchel range is made with up to 80% recycled plastic content.
- Consumers can recycle their plastic satchels at any [RedCycle](#) Australia location.

**Handy hint:** Get your 10 step roadmap to a more sustainable business in our [Sustainability Whitepaper](#).



7. [The Delivery Experience: Getting it right. Why it matters And how data can help.](#) Australia Post, 2021

8. Australia Post Consumer Survey, n = 2,041 parcel receivers Sustainability Results, July 2021

9. Australia Post Reason for buying sustainably, n = 512 respondents who made a sustainably related purchasing decision in 2021

“When international delivery networks were under extra pressure, I decided to upgrade all international parcels to express shipping.”

STEPH PASE, OWNER & FOUNDER  
AT STEPH PASE PLANNERS



## Sending to customers around the globe.

Online selling opens up businesses to the entire world. And with international [online shopping events](#) and the holiday season fast approaching, here are some tips to help your parcels arrive at their destination as soon as possible.

### Australia Post International size and weight guidelines.

**20kg**

Max. (Dead) Weight

**105cm**

Max. Length

**140cm**

Max girth (Length + Width x 2)

### Key tips when sending overseas.

Bring your sales promotions forward to encourage customers to order early. This will help ensure that parcels arrive at their destination on time.

If you're sending to the European Union make sure you're up to date with the [recent customs changes](#).

Lodge your items using either a digital lodgement platform or submit parcel information using the online [Customs Declaration form](#) – this can save time and ensure a smooth delivery process.

Make sure your item descriptions on your [customs forms](#) are in line with the [Australia Post requirements](#).

Manifest your items on time (not required for MyPost Business). Late manifested items may experience delays to being loaded onto planes.

### Your must-have international tools and guides.

[International export tools](#) help you classify your goods easily and accurately, and understand taxes and duties that may be charged at destination Customs.\*

[International postal guide](#). Check the rules and guidelines for sending to a particular destination so your item can get there without delay.

We usually rely on passenger flights to transport our parcels, but many domestic and international routes are currently suspended, and remaining routes have much lower flight frequency. Please make sure to check each [destination's delivery timeframe](#) to set the right customer expectations.

Rest assured we're doing our best to deliver parcels as swiftly and safely as we can.

### Top three international parcel destinations for Australian businesses:



**New Zealand**



**USA**



**United Kingdom**

For the [recommended lodgement dates](#) for each of these countries, please visit our website.

**Handy hint:** Compact packaging means more of your items can fit on planes. This improves the end-to-end delivery speed – meaning more happy customers!



\* Only available to Parcel Send customers using an enabled 3rd party platform or direct API.

# Sending parcels and freight with StarTrack.

## StarTrack Road Express.™

**20kg** Max. (Dead) Weight

**117cm** Max. Length

**60cm** Max. Width

**60cm** Max. Height

## StarTrack Premium.™

**22kg** Max. (Dead) Weight

**100cm** Max. Length

**60cm** Max. Width

**60cm** Max. Height

## Pallet Presentation.

When preparing your pallets, please ensure:



The correct weight is recorded and is aligned to a manifest. Pallet dead weight must be less than 800kg.



Freight is appropriately restrained and confined within the dimensions of the pallet, with pallets wrapped for transport and labelled on all five sides.



The pallet is in a serviceable condition, suitable for transport with maximum dimensions of L 1.17m x W 1.17m x H 1.8m.



For single cartons with dead weight greater than 32kgs, please brick-lay cartons (overlapping) when stacking on the pallet.

Please visit our website to keep up-to-date with StarTrack sending dates

~ A Manual Handling Surcharge will apply to any item that is incompatible with, or which cannot be safely sorted on our automatic sorting machines, and which exceeds the StarTrack Road Express or StarTrack Premium size and weight dimensions. Please note that any incompatible packaging items purchased from Australia Post sent via StarTrack will incur a Manual Handling Surcharge.

## Top three tips for StarTrack presentation.

### 1. Use high quality barcodes

Test-print your labels. Barcodes need to be:

- ✓ Crisp
- ✓ Not faded
- ✓ Free from other markings and smudges
- ✓ Aligned to fit on the label

### 2. Place your labels correctly

- ✓ Keep labels flat
- ✓ Don't apply labels over corners
- ✓ Make sure labels don't have creases

### 3. Prior to pickup, transfer your data

This is critical – we need your manifest data so we can:

- ✓ Sort,
- ✓ scan,
- ✓ despatch, and
- ✓ trace your parcels.

**Together we'll get your parcels delivered safely and on-time.**







## Sending parcels and freight with StarTrack.

### Key tips for StarTrack freight presentation:



Communicate your parcel volume estimates and any volume spikes with StarTrack as early as possible.



For items over 20kg, please place a 'Heavy' sticker on the parcel, and write the weight on it.



For items over 32kg, please secure it to a pallet or skid for handling by Load Shifting Equipment (LSE).



Use suitable packaging that's sturdy and fit for transportation of your goods.



Include accurate documentation with your freight, including Dangerous Goods status and mass.



Ensure your freight is ready for collection at the specified collection time.

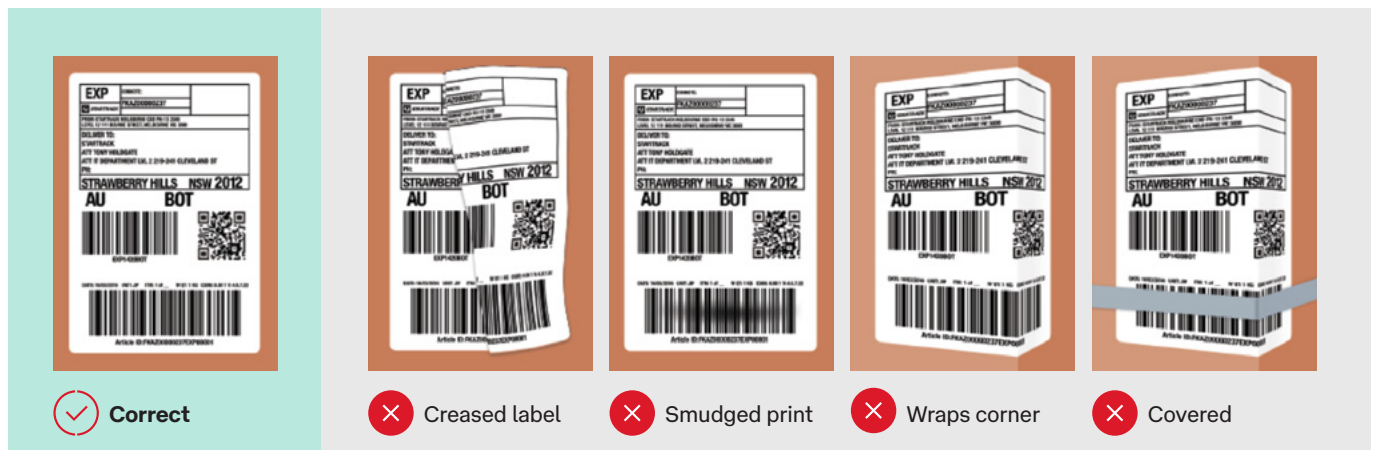
### StarTrack 'Heavy' sticker sample:



**Important:** items that are sent through without a manifest will be held from delivery until a manifest is received.



### Examples of correct and incorrect labelling.



# Your guide to parcel returns.

With Australia Post you can choose from three return solutions:



## 'Go Online' returns.

Customers can self-serve through a co-branded online portal, and print their return label at home, at a Post Office, or retail partner.



## 'Label Provided' returns.

Simply provide a return label inside the parcel and only pay return shipping if the item is returned.



## 'Contact You' returns.

Email your customer a return label after they make contact with you – and arrange for collection if needed (ideal for large or bulky items).\*\*

Customer features	'Go Online' returns	'Label Provided' returns	'Contact You' returns**
Tracking available via <a href="https://auspost.com.au">auspost.com.au</a>	✓	✓	✓
Pre-printed return label included in outbound shipment		✓	
Printer-less returns, and print at the Post Office or retail partner	✓	✓	✓
Lodge return at a growing network of retail partners, many open late 7-days a week	✓		
Lodge return at any Post Office, Street Posting Box, or 24/7 Parcel Locker	✓	✓	✓
Return collected from customer location			✓
Receive a receipt with tracking details when return is lodged at a Post Office	✓		✓



# 82%

of online shoppers agree that 'a clear and simple returns process is important'.<sup>10</sup>



# 70%

of online shoppers prefer to return an item at the Post Office.<sup>11</sup>

Want to offer your customers an easy way to return unwanted items?

If you have a Parcel Send/eParcel contract, you can [register now](#) for a returns portal.



Give your customers access to an unrivalled and growing network of convenient drop off points via a simple returns portal.



**20,000+**  
parcel drop off points



**15,300+**  
Street Posting Boxes



**240+**  
retail partner locations  
including supermarkets  
and pharmacies



**4,300+**  
Post Offices and  
Business Centres



**530+**  
24/7 Parcel Lockers

\*\* Metro locations only (we send via courier who then brings to nearest parcel facility which allows the parcel to flow through our parcel network)

10. Parcel Receiver Survey, February 2021, n=2,277

11. Parcel Receiver Survey, May 2021, n=2,004



## About Australia Post.

We are making it easier for you to connect with your customers, and find new ones both here and overseas. Through our suite of eCommerce driven logistics, supply chain and parcel delivery solutions, we can help you to provide seamless online shopping experiences, from checkout to delivery.

If you have any questions about this toolkit or you would like to know more, please contact your Australia Post Account Manager.

If you don't have an Account Manager, please call 13 11 18 and one of our friendly staff will assist you.

This report is provided for general information purposes only and is not intended to be specific advice for your business.

## When we connect, we feel better.

Looking after your mental health and wellbeing during busy times is important. Below are some quick tips from our partner Beyond Blue:



### Stay connected.

Spending time with friends and family is good for you, and for them. Why not write a letter, send a text, or make a call?



### Reduce stress.

It's important to keep an eye out for stress and to find healthy, practical ways to manage it.



### Keep active.

Exercise is great for your mental health. Choosing something with a social element that you really enjoy is ideal.



### Sleep well.

Quality sleep helps you better manage your emotions. Aim for six to eight hours and avoid devices before bed.

To access free mental health information, advice and support, visit [beyondblue.org.au](https://beyondblue.org.au) or call Beyond Blue on 1300 22 4636.



Australia Post acknowledges the Traditional Custodians of the land on which we operate, live and gather as employees, and recognises their continuing connection to land, water and community. We pay respect to Elders past, present and emerging.



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